



- Docrates Cancer Center specializes in the diagnosis, treatment and follow-up care of cancer. Located in Finland's capital, Helsinki.
- With an increasing number of patients the hospital experienced an increasing number of calls.
- The previous communication system was no longer able to cope with the overload, resulting in a 10% loss of incoming calls.
- Docrates made it a top priority to guarantee that clients would find it easy and smooth to reach the appropriate party.

Zyline's Solution

- The Zyline Attendant Console provided the agents with an optimal overview of all incoming calls and queues, making responses much quicker and efficient.
- When a queue is building up, Zyline's feature-rich Attendant Console lets agents use other means of communication, such as e-mail, SMS text messages, and IM alerts.
- Over a period of months the investment in Zyline Attendant Console had paid off by the increasing total number of incoming calls and overall customer satisfaction.

Benefits – Enterprise

- Zyline Attendant Console fulfilled all the demands in the best possible way.
- Only 1% of calls are lost, and those are caused by exceptional circumstances, such as short peak periods or lack of resources due to sickness absence among patient services staff.
- Because calls can be handled easily and efficiently, the operational and financial benefits have been considerable.

Benefits – User

- Zyline Attendant Console gives agents great mobility by letting them to answer calls on their mobiles when required.
- The system lets agents easily monitor all call-handling, providing the agents full control over waiting, served and returned calls.
- The Zyline web-based statistics and reporting tool enables Docrates to maintain their SLA, and it helps ensure that an adequate number of agents are deployed.

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